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2000-149.C

Duke, Daphne

From: Matt Dean <mdean@telecompliance.net>
Sent: Monday, April 27, 2015 6:15 PM
To: PSC_CLECreport
Cc: Grigsby, Kaitlyn
Subject: RE: SC Quality of Service
Attachments: SC 2015 Q1 Qos - GCI.xlsx; SC QoS 2015 Q1 Cvr Ltr - GCI.pdf

Attached, please find the 1st quarter 2015 Quality of Service filing of Global Connection Inc., of America. Please let me know if you need anything else.

Thank you,

Matt W. Dean
Director of Regulatory Compliance
Telecom Professionals, Inc.
P.O. Box 720128
Oklahoma City, OK 73172-0128

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12316 Hidden Forest Boulevard
Oklahoma City, OK 73142

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TPiTelecom
Professionals, Inc.

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APR 28 2015
10:00 AM
PSC



Judith A. Riley, J.D.

12316 Hidden Forest Blvd.
Oklahoma City, Ok 73142

April 27, 2015

VIA Email to CLECreport@psc.sc.gov

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125
CLECreport@psc.sc.gov

RE: Service Quality Report – 1st Quarter 2015 (ending March 31, 2015)

Dear Commission, with copy to Office of Regulatory Staff.

Please find the 1st quarter 2015 SCPSC Quarterly Service Quality Report for Global Connection Inc. of America. If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 103, or by email at mdean@telecompliance.net.

Sincerely,

/s/ Matt Dean

Matt Dean
Regulatory Agent

Cc: Kaitlin Grigsby; Office of Regulatory Staff; kgrigsby@regstaff.sc.gov

SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS
1st Quarter Results
Jan, Feb, Mar 2015

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 1st Quarter / 2015

Month:	<u>January</u>	<u>February</u>	<u>March</u>
Number of customer Access Lines	<u>1,682</u>	<u>1,667</u>	<u>1,645</u>
	<u>73</u>	<u>45</u>	<u>56</u>
Trouble Report / Access Line (%)	<u>4.34%</u>	<u>2.70%</u>	<u>3.40%</u>
Customer Out of Service Clearing Times (%)	<u>95%</u>	<u>95%</u>	<u>95%</u>
New Installs Completed within 5 Days (%)	<u>95%</u>	<u>95%</u>	<u>95%</u>
Commitment Fulfilled (%)	<u>99%</u>	<u>99%</u>	<u>99%</u>

Comments / Explanations _____

Person Making Report / Contact Information Michael Khoury

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Norcross, GA 30093